

**What is Claimed:**

Sub A' 7  
1 1. An information processing method in an information  
2 processing system having an information terminal support server  
3 which supports collaboration of a browser loaded on a  
4 customer-side information terminal and a browser loaded on an  
5 agent-side information terminal, the method comprising the steps  
6 of:

7 (a) receiving, at the information terminal support server,  
8 an HTTP message sent in response to a customer-side browser  
9 request;

10 (b) determining whether or not said HTTP message agrees with  
11 a predetermined condition;

12 (c) editing contents of said HTTP message when said HTTP  
13 message agrees with said predetermined condition;

14 (d) sending said HTTP message in an unedited form to the  
15 customer-side browser; and

16 (e) sending said HTTP message in an edited form to the  
17 agent-side browser.

1 2. The information processing method of Claim 1, wherein, in  
2 said step (c), editing is carried out to insert a command for a  
3 client program loaded on the agent-side information terminal.

SUB A7

1 3. The information processing method of Claim 2, wherein said  
 2 command is one of "form submit prohibition", "form alteration  
 3 prohibition", "concealment of specific form" or "concealment of  
 4 specific field".

1 4. An information processing method in an information  
 2 processing system having an information terminal support server  
 3 which supports an information terminal connected to a content  
 4 server and loaded with a client program, the method comprising  
 5 the steps of:

6 (a) receiving, at the information terminal support server,  
 7 a message sent from the content server responding to a request  
 8 from the information terminal;

9 (b) determining whether or not said message agrees with a  
 10 predetermined condition;

11 (c) editing said message to insert a command for the client  
 12 program when said message agrees with said predetermined  
 13 condition; and

14 (d) sending said message in an edited form to the  
 15 information terminal.

1 5. An information terminal support server which supports  
 2 collaboration of a browser loaded on a customer-side information

terminal and a browser loaded on an agent-side information terminal, the information support server comprising:

(a) a rule definition part including a condition setting part and a command setting part;

(b) a rule control manager for monitoring, at the information terminal server, HTTP messages sent in response to customer-side browser requests;

(c) an HTTP checker, determining whether or not said HTTP messages agree with a condition of said condition setting part of said rule definition part;

(d) an HTTP editor, editing contents of said HTTP messages according to contents of said command setting part of said rule definition part, when said HTTP messages agree with a predetermined condition;

(e) customer cache storing of said HTTP messages in an unedited form sent to the browser on the customer-side information terminal; and

(f) agent cache storing of said HTTP messages in an edited form sent to the browser on the agent-side information terminal.

6. The information terminal support server of Claim 5, wherein said HTTP editor carries out editing to insert a command for a client program loaded on the agent-side information terminal.

7. The information terminal support server of Claim 6, wherein said command is one of "form submit prohibition", "form alteration prohibition", "concealment of specific form" or "concealment of specific field".

8. An information terminal support server which supports an information terminal connected to a content server and loaded with a client program, the information terminal support server comprising:

(a) a message checker for determining whether or not a message sent from a content server in response to a request from the information terminal agrees with a predetermined condition; and

(b) a message editor, editing said message to insert a command instructing the client program when said message agrees with said predetermined condition.

9. A collaboration system supporting collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the collaboration system comprising:

(a) an agent-side information terminal collaborating with the customer-side information terminal,

(b1) a rule definition part including a condition setting

part and a command setting part;

(b2) a rule control manager for monitoring an HTTP message sent in response to customer-side browser requests;

(b3) an HTTP checker for determining whether or not said HTTP message agrees with a condition of said condition setting part of said rule definition part;

(b4) an HTTP editor, editing contents of said HTTP message according to contents of said command setting part of said rule definition part, when said HTTP message agrees with a predetermined condition;

(b5) customer cache for storing said HTTP message in an unedited form sent to the browser loaded on a customer-side information terminal; and

(b6) an information terminal support server having agent cache for storing said HTTP message in an edited form sent to the browser loaded on an agent-side information terminal.

10. A computer program product recorded on computer readable medium for recording medium storing an information processing program executed within a system having an information terminal support server supporting collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the program product comprising:

Sub A'7

JP9-1999-0099-US1

7 (a) computer readable means for instructing the information  
8 terminal support server to receive an HTTP message sent in  
9 response to a request of said customer-side browser;

10 (b) computer readable means for instructing the information  
11 terminal support server to determine whether or not said HTTP  
12 message agrees with a predetermined condition;

13 (c) computer readable means for instructing the information  
14 terminal support server to edit contents of said HTTP message  
15 when said HTTP message agrees with said predetermined condition;

16 (d) computer readable means for instructing the information  
17 terminal support server to send said HTTP message in an unedited  
18 form to said customer-side browser; and

19 (e) computer readable means for instructing the information  
20 terminal support server to send said HTTP message in an edited  
21 form to said agent-side browser.

1 11. The program product of Claim 10, wherein editing is  
2 carried out to insert a command into a client program loaded on  
3 said agent-side information terminal.

1 12. The program product of Claim 11, wherein said command is  
2 one of "form submit prohibition", "form alteration prohibition",  
3 "concealment of specific form" or "concealment of specific  
4 field".

1 13. A computer program product recorded on computer readable  
2 medium for storing an information processing program executed  
3 within a system having an information terminal support server  
4 which supports an information terminal connected to a content  
5 server and loaded with a client program, the program product  
6 comprising:

7 (a) computer readable means for instructing the information  
8 terminal support server to receive a message sent from the  
9 content server in response to a request from the information  
10 terminal support server;

11 (b) computer readable means for instructing the information  
12 terminal support server to determine whether or not said message  
13 agrees with a predetermined condition;

14 (c) computer readable means for instructing the information  
15 terminal support server to edit said message to insert a command  
16 providing instructions to said client program when said message  
17 agrees with said predetermined condition; and

18 (d) computer readable means for instructing the information  
19 terminal support to send said message in an edited form to the  
20 information terminal support server.

Add A<sup>2</sup> 7